

Quantity Purchase Agreement With The State Of Indiana

Qty Purchase Agreement QPA Number	Page
0000000000000000000010730	1 of 3
Requisition Nbr.:	Remanufactured Toner Cartridge
Effective Date:	08/01/2008
Expiration Date:	07/31/2009
Agency Number:	
Facility:	ASA9-9-8 - All State Agencies
Vendor Federal ID:	356068669
Vendor Telephone Nbr:	765/642-0201--
Name Of Contact Pers:	REINA SHELTON
FAX Number:	765/642-1440--

Line Number	Quantity	UNIT	Article and Description	Unit Price
			<p>This is an award of a Quantity Purchase Agreement for Remanufactured Toner Cartridges for All State Agencies.</p> <p>QPA can be mutually renewed yearly for three additional years.</p> <p>The vendor agrees to charge these prices for any products ordered on any QPA release received after the expiration date, but issued prior to the expiration date, and postmarked no later than 14 business days after the QPA's expiration date.</p> <p>Quantities are estimates and could be more or less.</p> <p>Vendor must be able to allow Multiple Delivery on one QPA Release.</p> <p>The awarded vendor must maintain, at a minimum, the following information and be capable of supplying a report within one week of a request by the State:</p> <ol style="list-style-type: none"> 1. Quantity and Type of Products, including any options, purchased by any State Agency and/or Political Subdivision, separated by each. 2. Total Dollar value of purchases made, separated by State Agency and/or Political Subdivision. 	

State Form 9955(R9/8-02)-Electronic Version-Approved by State Board Of Accounts, 2002

Quantity Purchase Agreement With The State Of Indiana

Vendor HOPEWELL CENTER INC
Remit to: PO BOX 3150
ANDERSON IN 46018

Name and Address of Vendor: HOPEWELL CENTER INC
Cntct: REINA SHELTON
PO BOX 3150
ANDERSON IN 46018

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In accordance with your bid, submitted in response to the above referenced solicitation, the Vendor agrees that the Indiana Department of Administration, Procurement Division, has the option to purchase the items listed below under the terms of this agreement.

The Vendor agrees to charge these prices for any products ordered on any QPA release received after the expiration of the QPA but issued prior to the expiration date. The quantity listed herein is an estimate of the requirements. The state may order substantially more or substantially less pursuant to the terms of this agreement.

Orders are to be delivered only upon receipt of properly approved Quantity Purchase Award Release.

Line Number	Quantity	UNIT	Article and Description	Unit Price
			LaserJet 2100/2200	
14	99,999,999.00	EA	000000000100006942 Cartridge,Toner,Rmfg,LaserJet 2100/2200,#C4096A,w/o Exchange	85.0000
15	99,999,999.00	EA	000000000100013489 Cartridge,Toner,Rmfg,Laser Jet for HP 2300,#Q2610A	85.0000
16	99,999,999.00	EA	000000000100013492 Cartridge,Toner,Rmfg,Laser Jet 2300,#Q2610A,w/o Exchange	90.0000
17	99,999,999.00	EA	000000000100001745 Remanufactured Toner Cartridge - C4127A/X for HP LaserJet 4000/4050	90.0000
18	99,999,999.00	EA	000000000100006943 Cartridge,Toner,Rmfg,LaserJet,4000/4050,#C4127A/X,w/o Exchange	100.0000
19	99,999,999.00	EA	000000000100006576 Remanufactured Toner Cartridge, C8061X for HP Laser Jet 4100 series	90.0000
20	99,999,999.00	EA	000000000100006945 Cartridge,Toner,Rmfg,LaserJet 4100,C8061X,w/o Exchange	105.0000
21	99,999,999.00	EA	000000000100013490 Cartridge,Toner,Rmfg,Laser Jet for HP 4200,#Q1338A	115.0000
22	99,999,999.00	EA	000000000100013493 Cartridge,Toner,Rmfg,Laser Jet 4200,#Q1338A,w/o Exchange	125.0000
23	99,999,999.00	EA	000000000100005087 Remanufactured Toner Cartridges, C4182X for HP LaserJet 8100/8150	130.0000
24	99,999,999.00	EA	000000000100006947 Cartridge,Toner,Rmfg,LaserJet,8100/8150,#C4182X,w/o Exchange	135.0000
25	99,999,999.00	EA	000000000100027402 CARTRIDGE,TONER,RMFG,HP LASERJET 4300 Q1339A	120.0000
26	99,999,999.00	EA	000000000100027407 CARTRIDGE,TONER, RMFG,HP LASERJET 4300, Q1339A W/O EXCHANGE	125.0000
27	99,999,999.00	EA	000000000100003868 Cartridge,Toner,Fax,Remanufactured,FX4 H11-6401 Compatible with CanonFax,Laserclass,8000/9000 machines	60.0000
28	99,999,999.00	EA	000000000100006951 Cartridge,Toner,Rmfg,Canon Fax,L8000/9000,FX4,#H11-6401,w/o Exchange	65.0000
29	99,999,999.00	EA	000000000100003869 Cartridge,Toner,Fax,Remanufactured,FX 6 H11-6431Compatible with CanonFax, Laserclass,1000/3170 machines	75.0000
30	99,999,999.00	EA	000000000100006952 Cartridge,Toner,Rmfg,Canon,L1000/3170,FX6,#H11-6431,w/o Exchange	80.0000
31	99,999,999.00	EA	000000000100006577 Remanufactured Toner Cartridge FX 7 for Canon Laserclass 710, 720i, & 730i, #H11-6431-220	70.0000
32	99,999,999.00	EA	000000000100006953 Cartridge,Toner,Rmfg,Canon Laser 710,720i,730i,#H11-6431-220,w/o Exchange	75.0000
33	99,999,999.00	EA	000000000100027399 CARTRIDGE,TONER,RMFG,CANNON	70.0000

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The Vendor agrees to charge these prices for any products ordered on any QPA release received after the expiration of the QPA but issued prior to the expiration date. The quantity listed herein is an estimate of the requirements. The state may order substantially more or substantially less pursuant to the terms of this agreement.

Orders are to be delivered only upon receipt of properly approved Quantity Purchase Award Release.

Line Number	Quantity	UNIT	Article and Description	Unit Price
			LASERCLASS,400,510,S-35D320/340/535,L80,L170,FX8 8955A001AA	
34	99,999,999.00	EA	000000000100027403 CARTRIDGE,TONER,RMFG,CANNON LASERCLASS400,510,S-35D320/340/S35,L80,L170,FX8 8955A001AA W/O EXCHANGE	70.0000
35	99,999,999.00	EA	000000000100072101 Shipping Charges,Cartridge,Sm,by 10:30am next bus day	19.0000
36	99,999,999.00	EA	000000000100072102 Shipping Charges,Cartridge,Med,by 10:30am next bus day	21.0000
37	99,999,999.00	EA	000000000100072103 Shipping Charges,Cartridge,Lg,by 10:30am next bus day	24.0000

The following UN/CEFACT Unit of Measure
Common Codes are used in this document:
EA Each

Signature of Purchasing Officer	Typed Name	Signature Of Approval	
Margo L. Hood	margo L. Hood	Office Of the	
	Date Signed	State Attorney General	
	7/16/08	Typed Name	Date Signed
Authorized Signature	Indiana Department of Administration	Rebecca Walker for	7-24-08
Katherine A.	Procurement Division	Gene Carter	
Hamington, CPPB	402 West Washington Street, Rm W468		
	Indianapolis, Indiana 46204		
	Telephone: (317) 232-3053		

007-17-08

STATE OF INDIANA
SPECIFICATIONS
REMANUFACTURED TONER CARTRIDGES

1.) Cartridge King scheduled visits to Indianapolis Metro area

Weekly pickup and delivery days are Tuesday's and Friday's (subject to change)

2.) Call Tag Fees for non-supported QPA cartridges:

Hopewell Center (d/b/a Cartridge King) issues UPS call tags for pick-up of empty cartridges supported by the Quantity Purchase Agreement (QPA) to agencies outside the local delivery/pick-up area. Customers returning cartridges that are not supported by this QPA or have been remanufactured by another vendor will have a \$10.00 per cartridge fee invoiced to their agency for the misuse of the UPS call tags. If you are unsure whether your cartridge is supported or meets these guidelines, please contact Cartridge King prior to your request for a UPS call tag.

Guidelines:

a.) If the cartridge has already been serviced/remanufactured by Cartridge King, there will be a neon sticker on the cartridge that says, "Remanufactured by Cartridge King" with their crown logo.

b.) If the cartridge can be serviced/remanufactured by Cartridge King, it will have a genuine sticker on the cartridge that says, "Genuine HP" or "Genuine Cannon".

3.) Next Day Shipping Fees:

Standard service for remanufacturing toner cartridges will be 15 days after receipt of cartridge. Immediate service and return of cartridge available for additional shipping.

ATTACHMENT A**State of Indiana
Specifications & Standards
Cartridge Remanufacturing Process**

1. Hopewell shall run a pre-test on all cartridges in order to detect internal problems with drums, corona wires, wiper blades, or other components. Cartridges which fail the pre-test are set aside for disassembly and inspection at a later time. Pre-test results shall be placed in a box with the cartridge.
2. All cartridges shall be appropriately tracked and logged into a computerized tracking system. Individual cartridges may continue to be remanufactured until the housing is no longer capable of maintaining quality print output. History of cartridge cycles are available upon request.
3. All cartridges shall be assigned to a remanufactured station consisting of a technician who completely remanufactures one cartridge at a time. A supervisor shall direct the workflow and assure quality.
4. All cartridges shall undergo an inspection of the external plastic casing for stress fractures. Cartridges revealing this problem shall be replaced by another remanufactured cartridge. It shall be documented on the automatic tracking system that the original cartridge was replaced by another cartridge.
5. The housing of all cartridges shall be totally disassembled with all internal parts being carefully inspected for wear and tear.
6. The original equipment drum shall be replaced on the first remanufacture with what is commonly known in the industry as a "long life drum". This drum shall last for an average of five cycles, but shall be replaced somewhere between three and eight cycles, depending on the particular condition of the part.
7. The drums of all cartridges shall be inspected for scratches, discoloration or wear on each successive remanufacture cycle. Drums which reveal these problems shall be replaced.
8. The drum should be stored in a dark box until the remainder of the remanufacturing process has been completed.
9. The corona wire assemblies of all cartridges shall be thoroughly and carefully cleaned to remove excess toner residue. The corona wire shall not be bent or broken in the process.
10. The pre-tests and post-tests for all cartridges shall be examined for blurred print, shading, blotching, white or black streaks, and other print problems. Any identified problems will result in the repetition of the remanufacturing process until test results are acceptable.
11. The wiper blades of all cartridges shall be inspected and thoroughly cleaned to remove excess toner residue. The wiper blade shall also be lubricated to reduce friction and prevent streaking of printed material. Blades which are found to be defective shall be replaced.
12. The original remaining toner shall be removed by being thoroughly vacuumed out.

**** Please see Attachment B for detailed information on remanufacturing process**

ATTACHMENT B

**State of Indiana
Specifications & Standards
Cartridge Remanufacturing Process**

1. Hopewell Center, Inc. (dba Cartridge King) shall run a pre-test on all cartridges in order to detect internal problems with drums, rollers, wiper blades, or other exchangeable components. Cartridges, which fail the pre-test, are set aside for disassembly and inspection at a later time. Pretest results shall be placed in a box with the cartridge.
2. All cartridges shall be appropriately tracked and logged into a computerized tracking system. Individual cartridges may continue to be remanufactured until the housing is no longer capable of maintaining quality print output. Histories of cartridge cycles are available upon request.
3. All cartridges shall undergo an inspection of the external plastic casing for stress fractures. Cartridges revealing this problem shall be replaced by another remanufactured cartridge. It shall be documented on the tracking system that the original cartridge was replaced by another cartridge.
4. The housing of each cartridge shall be totally disassembled with all internal parts being carefully inspected for wear and tear.
5. The original remaining toner shall be removed by being thoroughly vacuumed out.
6. The original equipment drum shall be replaced on each remanufacture with what is commonly known in the industry as a "long life drum".
7. The wiper blades of all cartridges shall be inspected and thoroughly cleaned to remove excess toner residue. The wiper blade shall also be lubricated to reduce friction and prevent streaking of printed material. Blades, which are found to be defective, shall be replaced. Replacement parts of all remanufactured cartridges will consist of 100% new parts.
8. Used parts shall be submitted for recovery to companies that support recycling.
9. Cartridges shall be filled with pre-measured amounts of toner that meet or exceed OEM standards.
10. All units shall be totally re-assembled and logged into the automated system. The system shall include documentation on the agency, number of cartridge cycles, and the presence and status of replaced parts.
11. The pre-tests and post-tests for all cartridges shall be examined for blurred print, shading, blotching, white or black streaks, and other print problems. Any problems identified in the post-test will result in the repetition of the remanufacturing process until test results are acceptable. Cartridges which pass shall be considered completely remanufactured.
12. Cartridges shall be sealed in a light resistant mylar bag and boxed with Styrofoam or corrugated cardboard end caps in an appropriate toner cartridge box. The box shall include instructions for installing the unit and all post-test results. The box shall be labeled on the outside with the agency and destination address. Agencies will be encouraged to retain and re-use all packaging materials.

ATTACHMENT C

**State of Indiana
Special Terms and Conditions
Remanufactured Toner Cartridge**

1. Scope

The purpose of this contract is to provide a quality alternative to the purchase of "OEM" toner cartridges for printing equipment operating in state agencies. The purchase of properly remanufactured cartridges has been determined to be a cost-effective practice for the State of Indiana and is believed to promote environmental awareness in state government.

This contract may be renewed in one year increments not to exceed a maximum of four (4) years. This contract will be reviewed annually for the purpose of technological updates and pricing reviews. This contract covers the purchase of remanufactured laser toner cartridges and supporting services. This contract covers all agencies of the State of Indiana, regardless of the geographic location. When agencies turn in a used (spent) cartridge, Hopewell (dba Cartridge King) will provide the agency with a remanufactured cartridge and all supporting services in exchange for the price listed on the QPA.

2. Area of Coverage

Pursuant with State Use Law IC5-22-12, Hopewell (dba Cartridge King) will enjoy an exclusive contract for the purchase of remanufactured toner cartridges until the time expiration or cancellation. Hopewell (dba Cartridge King) may market its product and services to any and all agencies of the State of Indiana. Hopewell (dba Cartridge King) may honor the requests of political subdivisions (tax supported, non-state agencies) at the company's own expense.

3. Collection and Delivery

With regard to agency offices located in the Indiana Government Center (IGC) South and North, Statehouse, State Historical Society, State Library and the Marion County area, agencies may request that collection & delivery be to the building dock area or to the individual offices. Collection and delivery of products shall be at least twice each week. Hopewell (dba Cartridge King) will do additional collection/delivery runs on an "as needed basis". Each agency shall have a single contact point at any given time. Company vehicles and personnel shall normally make the deliveries to these areas.

With regard to agency office located outside of Marion County, agencies may request that the cartridges be delivered to the attention of a contact person. Deliveries will normally be made by mail, parcel delivery service, company vehicle, or some other suitable means of transportation.

The State will provide empty cartridge units to Hopewell (dba Cartridge King) which are in good working order and able to be remanufactured. It is recognized that cartridges have a natural life span and a finite number of times that they may be remanufactured. Hopewell (dba Cartridge King) will not be responsible for remanufacturing cartridges in ways that are beyond the scope of the process listed in the "SPECIFICATIONS" (ATTACHMENT A) section of the contract. State agencies will prepare cartridges for collection by enclosing the units in Mylar film and placing them in an original toner cartridge box. Wand and separator cards, where applicable, shall also be provided by the agency.

4. Additional Cartridges

The vendor may supply additional cartridges at an additional charge if the agency does not have sufficient cartridges in inventory at the time of remanufacture. These cartridges will be available depending upon availability. Agencies will normally be expected to maintain an inventory of their own sufficient to operate their equipment while other cartridges are being manufactured. Agencies are encouraged to keep a minimum of three cartridges available (1 in printer, 1 replacement on hand, 1 in remanufacturing process).

5. Specification and Standards

The specifications are listed on the RFQ package.

6. Pricing & Units Covered

The individual unit pricing includes delivery and all associated services listed herein. Pricing shall be firm for the length of the contract, subject to annual review.

7. An agency personnel listing is located at http://www.in.gov/idoa/files/headproc_agents_rev_04082008.xls.

8. Service and Support

Indiana Government Center North & South, Statehouse, Historical Society and State Library personnel will be trained in the basic cleaning functions that they can perform with "cleaning kits" provided by the vendor. This shall be a "hands on" demonstration if requested by the contact person of any agency within the complex. At least once during the initial contract period, representatives of Hopewell (dba Cartridge King) shall conduct one or more major training seminars.

The training seminar shall give a brief overview of Hopewell (dba Cartridge King), an overview of the major contract services, an overview of the various types of cartridges and equipment to the extent appropriate. Training seminars shall be coordinated with the Procurement Division of the Indiana Department of Administration. The Department and Hopewell (dba Cartridge King) shall agree on dates and formats that would be of the greatest benefit to the using agencies within the complex.

9. Defective Cartridges

Cartridges remanufactured by Hopewell (dba Cartridge King) that are defective will be picked up at the time of a regularly scheduled delivery run to the Indiana Government Center. Alternate arrangements through UPS or another means shall be made for agencies outside of the Government Center, Statehouse, Historical Society, Library or Marion County. Detailed information on the nature of the problems should be noted with all returned cartridges. Cartridges determined by the vendor to be defective will be repaired or replaced at the vendor's expense if the Department of Administration agrees that onsite corrections of print problems has not been made to the agency's satisfaction.

10. Customer Support

Hopewell (dba Cartridge King) shall provide on-going phone assistance (765) 642-4319 regarding questions or concerns expressed by the agency personnel throughout the contract period. These questions may regard performance of remanufactured cartridges or the company's operation in general. Additional support is available through e-mail (cartridgeking@hopewellcenter.org), fax (765) 642-1440, or through inarf (800) 466-4957.

11. Contract Compliance/Complaint Reports

The Procurement Division agrees to make copies of complaint reports filed by state agencies and distribute these reports to Hopewell (dba Cartridge King). IDOA/Procurement will thoroughly investigate complaints that are received in the Procurement Division to determine the nature of the complaint. Complaints shall be investigated and documented as due to mechanical failure to cartridge, inexperience in operating the printer, or other cause. The procurement division will keep on file all complaints received, how they were resolved, and if they were completed in a timely manner. Complaints received by Hopewell (dba Cartridge King) more than 60 days after the incident in question will assume to have been resolved to the satisfaction of the customer.

Hopewell (dba Cartridge King) shall be expected to keep a file on all phoned-in complaints (from agency personnel) and keep a log of how the complaints were handled, including turn-around time. Hopewell (dba Cartridge King) shall submit a report on phone complaints once a month with other reporting requirements.